



Llinell Gymorth Live Fear
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Cymorth i Ferched Cymru
Welsh Women's Aid

Rhoi Merched a Phlant yn Gyntaf
Putting Women & Children First

Welsh Women's Aid Job Description

Job title:	Services and Quality Assurance Support Officer
Salary:	£22,183 - £24,491 pro rata
Responsible to:	Services Development Manager
Team:	Services and Survivor Engagement (SSE) team
Hours:	Full time 37.5 hours
Location:	Cardiff/home-based with a commitment to attending the Cardiff office and other meetings as required
Job Purpose:	<p>The post-holder will work as part of the Services and Survivor Engagement team to:</p> <ul style="list-style-type: none">• Support the Welsh Women's Aid SSE team, specifically our members' National Quality Service Standards accreditation programme, by providing administrative and project support to team members and member services.• Work flexibly to meet the needs of the NQSS programme, liaising with the project leads and other Welsh Women's Aid staff to contribute to the effective co-ordination of the project, ensuring it is delivered to the highest possible standard.

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.



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Job Details: Main duties

Working with others

- Organise meetings and workshops with members and other key stakeholders, particularly in relation to their involvement with our National Quality Service Standards (NQSS) process
- Monitor relevant mailboxes and cascade or action incoming emails as required
- Collate information from different teams and distribute e-newsletter to membership stakeholder list
- Work with the data team to collate and manage data related to our membership
- Maintain a high degree of confidentiality with regard to issues concerning membership information received and other stakeholders

Strengthening the movement

- Support to process of delivering the NQSS to WWA members organisations and support members to efficiently undertake this process
- Support the SSE team to organise workshops and events that provides capacity to the membership

Project administration

- Maintain and update participants databases, to include maintaining records and files with relevant information such as recording meeting attendance log, tracking involvement of members with NQSS process, log involvement of members in capacity building opportunities
- Actively participate in the review process of the Quality Assurance administered to WWA members including setting up files, spot checking information as submitted
- Support with scheduling and coordinating physical and virtual meetings and events including communicating with participants, room bookings, arranging travel and other logistics, and collating and distributing associated paperwork.
- Assist with membership workshops and events as required, both physical and virtual.
- Support the maintenance and content management of the website, including membership and survivor engagement pages
- Provide administrative support including work processing and taking minutes of meetings and following up on matters arising by the appropriate people as needed.
- Ensure clear and effective filing, records and other systems are maintained and updated.
- Contribute to the effective monitoring and evaluation of programmes, including setting up of surveys and contributing to project reporting.
- Contribute to project reports and annual reports in line with reporting requirements for grant providers



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General Responsibilities

- At all times protect the safety and security of service users, staff, volunteers and buildings, and the confidentiality of records and other information.
- Uphold the right of women, children and young people and proactively assess the needs and safety of children and women to ensure that any risks/needs identified are addressed, having full regard to Safeguarding Children's policy and Safeguarding Adults policy.
- Maintain clear and adequate records of work done, and to produce reports on work programmes and activities as required by the Chief Executive.
- Be responsible for personal learning and development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.
- Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.
- Take direction on projects and priorities from your line manager, which may vary from time to time.
- Oversee the work of volunteers or temporary support staff as required.
- Carry out word-processing, filing, and administrative tasks necessary to comply with the job description.
- Assist in the organisation of conferences or events organised by WWA, if required.
- Work within the values, policy and practices of Welsh Women's Aid.
- Ensure Welsh Women's Aid complies with the law and best practice in respect of data protection for health and safety regulations, and equality and diversity requirements.
- Responsible for undertaking any other duties appropriate to the post.

Variation Clause

Welsh Women's Aid reserves the right, following full and reasonable consultations with the member of staff concerned and with her trade union or other representatives, to vary, add to or alter any of the terms and conditions of employment attached to this post. This job description will be reviewed annually and may need to be revised according to the priorities of current workload with the agreement of the Executive Board and the CEO. The performance of the post holder will be monitored through regular supervision by the line manager and reviewed at each annual appraisal. The post holder is expected to produce regular work reports for monitoring and review by their line manager and Chief Executive as required.

General Information and Conditions of Service

- 5 weeks holiday (pro rata) per year, plus statutory holidays.
- Welsh Women's Aid contributes a sum equivalent to 6% of the annual salary to the company pension scheme, following successful completion of 6 months probationary period, and subject to staff contribution as part of auto-enrolment.
- Overtime is unpaid; time in lieu is to be taken in consultation with the line manager.



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Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Relevant professional qualification and/or proven relevant experience 	<ul style="list-style-type: none"> Accredited VAWDASV qualification.
Experience	<ul style="list-style-type: none"> Of organising and facilitating meetings. Of providing support to individuals and groups. Of working with a diverse range of stakeholders. Of collating information for reports. 	<ul style="list-style-type: none"> Of working within direct Violence against Women Services or within membership organisation Of working with Quality Assurance processes
Knowledge	<ul style="list-style-type: none"> Understanding of the importance of confidentiality. Understanding of the needs of women who face additional barriers including minoritised and disabled women experiencing domestic violence and how discrimination affects them. 	<ul style="list-style-type: none"> Of the Wales specific policy perspective Understanding of policies and processes followed by specialist DA services
Skills	<ul style="list-style-type: none"> Attention to detail Excellent communication skills. Excellent organisational skills. Ability to work on own initiative and prioritise own workload, meeting organisational deadlines. Ability to effectively gather statistics and data to meet required reporting criteria. Ability to assist in developing and maintaining a database of contact and service information. excellent level of IT skills across a range of packages, including MS Excel Ability to work under pressure. 	<ul style="list-style-type: none"> Meeting facilitation and groupwork skills. Presentation skills.
Other	<ul style="list-style-type: none"> Has a clear understanding of and commitment to the ethos and values of WWA. Has a clear understanding of and commitment to equality and diversity. Has a willingness to attend occasional evening meetings and weekend events. 	<ul style="list-style-type: none"> Bi-Lingual in Welsh and English, both spoken and written.